

## Frequently Asked Questions

### 323 Area Code

1. Why is the 213 area code being added to the area served by the 323 area code?
  - Whole prefixes are running out in the existing 323 area code. 323 area code prefixes are expected to be used up by March 2018. Once an area code no longer has any whole prefixes, it is considered to be at exhaust. Exhaust means that the available telephone numbers in the 323 area code are limited and cannot support the long-term demand for telephone numbers. Adding the 213 area code to the 323 area will provide additional prefixes and ensure new telephone numbers are available for the 323 area code customers. This is known as an area code overlay.
2. What is an area code overlay?
  - An area code overlay is a form of area code change that adds another area code to the same geographic region as the existing area code. Therefore, multiple area codes co-exist within the same geographic region. An overlay does not require customers to change their existing area code.
3. How will an overlay apply to the 213 and 323 area codes?
  - The 213 and 323 area code changes are in the form of an overlay known as a “boundary elimination overlay”. The boundary between the 213 and 323 area codes is eliminated, thereby blending the two area codes together. The 213 area code would serve the 323 area code region in addition to the existing 213 area code region. The 323 area code would likewise serve both the current 213 and the current 323 area code regions.
4. Who will be affected by the area code changes?
  - If you have a telephone number with the 213 or the 323 area code, you will be affected by the area code changes. If you do not have a telephone number with the 213 or the 323 area code, but you work, live, go to school, conduct business, or have families and friends in the geographical region of the 213 or the 323 area code, you may be affected as well.
5. Which cities will be affected by the area code changes?
  - Cities that are served by the 213 and the 323 area codes will be affected.
    - The 213 area code serves downtown City of Los Angeles within the County of Los Angeles.
    - The 323 area code serves all or parts of the following cities: 1) Alhambra, 2) Bell, 3) Bell Gardens, 4) Beverly Hills, 5) Commerce, 6) Cudahy, 7) Glendale, 8) Hawthorne, 9) Huntington Park, 10) Inglewood, 11) Los Angeles, 12) Lynwood, 13) Maywood, 14) Montebello, 15) Monterey Park, 16) Pasadena, 17) Rosemead, 18) South Gate, 19) South Pasadena, 20) Vernon, and 21) West Hollywood.
6. Who will get the 213 area code?
  - After the area code changes are in effect, telephone numbers from the 213 area code may be assigned to new telephone customers or those adding additional lines. All current customers keep their area code and telephone number.
7. Will I have to change my telephone number or area code?
  - All current 213 and 323 area code customers keep their existing area code and telephone number.

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8. Will the way I dial my calls, i.e. dialing procedure, change?
  - Yes. Customers must dial 1 + area code + telephone number for all calls. Even if you are calling your next door neighbor or within a house, you must dial 1+ area code + telephone number.
9. Why do I have to dial 1 + area code for all calls, even if I am just calling next door?
  - The Federal Communications Commission (FCC) requires dialing the area code + telephone number for all calls where an area code overlay exists. The FCC believes that this would maximize the effective use of telephone number resources, minimize anti-competitive effects due to dialing disparities and avoid customer confusion.
  - California requires that customers dial a “1” before an area code. Because the area code(s) added might look similar to prefixes, the telecommunications service providers operating in California decided to use the “1” to identify that the next three digits that are dialed represent the area code and not the prefix. However, some wireless services do not require the “1” to be dialed before an area code to connect calls in different area codes.
10. Does the change in dialing procedure apply to all telecommunications services?
  - Yes, in general. However, some wireless services do not require the “1” to be dialed before an area code to connect calls in different area codes. Please check with your telephone service provider.
11. Will there be a change in how I dial **emergency calls to 9-1-1**?
  - No. People can still just **dial only three digits to reach 9-1-1**. No additional digits will be required to make emergency calls. People can make emergency calls the same way they do so today.
12. Will there be a change in how I dial other N-1-1 phone numbers, such as 311 and 411?
  - No. People can still just dial only three digits to call N-1-1 phone numbers such as 211, 311, 411, 511, 611, and 711, 811.
13. How will customer directory listings be impacted?
  - The telecommunications industry will be updating the directory listings in the white pages for all affected communities to identify the associated area code of a telephone number. Individual customers are responsible for any changes to listings appearing in other directories. Each customer is responsible for telephone numbers appearing in any display advertising.
14. What can individuals do to prepare for the overlay?
  - Contact security or alarm vendors to update dial-up numbers to avoid a break in security routines and contacts.
  - Reprogram equipment or features, i.e. automatic dial, speed-dial, call forwarding, modems for computer or internet dial-up access, etc. programmed to dial seven digits to dial 1 + area code + telephone number.
  - Update items like stationary, checks, etc. to include your area code + telephone number.
  - Start thinking of dialing 1 + area code + telephone number for all calls.
  - Teach families, friends, etc. to dial 1 + area code + telephone number for all calls.
  - Give your area code + telephone number, not just the telephone number, as needed.

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- When asking for someone else's number, remember to ask for the area code too.
- Remember that the 213 and 323 area codes co-exist within the same geographic region.
- During implementation of the area code overlay, businesses with telephone numbers with the 213 and 323 area codes should do the following:
  - Notify alarm service providers of all appropriate area code + telephone number(s) so alarm service records and equipment can be updated as needed.
  - Ensure security door and gate systems are reprogrammed to dial 1 + area code + telephone number.
  - Reprogram any call-forwarding, automatic-dial or speed-dial features to dial 1 + area code + telephone number.
  - Test telephone equipment to determine if it can dial and receive 1 + area code + telephone number. Questions regarding changes in telephone equipment should be directed to telephone equipment vendors.
  - Update items like stationery, checks, business cards, advertisements, promotional items, brochures, internet web pages, catalogs, etc. to include your area code + telephone number.
  - Teach employees, coworkers, customers, etc. to dial 1 + area code + telephone number for all calls.
  - Give your area code + telephone number, not just the telephone number.

15. Who is responsible for costs incurred to update customer phone equipment, advertising materials, etc., if necessary?

- Individual customers are responsible for these costs.

16. Will the cost of a call differ because of the area code changes?

- No.

17. Will calls between a telephone number with the 213 area code and a telephone number with the 323 area code be considered long-distance?

- Calls that were local before the area code change will remain local calls. The distance, time of day, and length of a call determine the price of a call.

18. If I dial a "0" before the area code + telephone number, will there be special charges for that call?

- It is possible that there will be special charges if one dials a "0" before the area code + telephone number. There may be special operator-assisted rates or credit card rates for this type of a call. It depends on your telecommunications service provider. Check with your service provider for additional information.